

ENHANCED CUSTOMER-CENTRIC RESTAURANT SYSTEM

ABSTRACT

A method and system for providing an automated, extremely efficient, restaurant experience for the customers of a sit-down style restaurant. The system and method of the present invention presents options to the customer which include, but are not limited to: a virtual server as part of the user interface allowing a customer to have a more human-like interaction with the restaurant communication system; a data mining analysis tool for analyzing transactions performed by the restaurant communication system; functionality to allow the restaurant diner to pay for the food and drinks with cash, a check, credit card, or a gift certificate; Internet access to the restaurant diner for receiving information on movies; the option to purchase movie theater tickets or gift certificates; a module to place an order from a remote location via the Internet; an incentive program to encourage the restaurant diner to order the food and the drinks; human resource capability for a restaurant; options to send Internet e-mail messages or messages to other diners; or voice recognition and voice synthesis to allow the restaurant diner to operate the restaurant communication system even with a vision impairment. The extreme versatility of the various embodiments of the present invention facilitate providing a highly customized system for any given restaurant business.